

KIRKLAND PERFORMANCE CENTER

Position Title: Box Office & Front of House Assistant

Classification: Hourly Non-Exempt

Reports to: Box Office Manager, Patron Services Manager

Direct Reports: N/A

Rate of Pay: \$21.00/hr

Summary

The Box Office & Front of House Assistant is responsible for providing excellent customer service to our patrons before, during, and after each performance. This position will regularly fluctuate assignments supporting Box Office, Concessions, and House Management depending on the needs of the Front of House team.

Responsibilities (including but not limited to)

Support KPC Box Office by:

- Process subscription and single ticket purchases and exchanges in-person, by phone, mail, and internet in a helpful, friendly, and accurate manner.
- Provide knowledgeable and current information to patrons in a proactive manner for all Kirkland Performance Center events.
- Support KPC customer service policies by resolving all patron problems and special needs in a courteous and diplomatic manner.
- Staff day of show Box Office as needed with the following services: ticket sales, will-call, receipt of donated tickets, and provide lost tickets as necessary.

Support KPC Front of House by:

- Stock, maintain, and operate the Concessions booth including cash handling, alcohol service, and patron questions.
- Clean, organize, and maintain the safety of the lobby for patrons.
- Act as staff lead for volunteers in your assigned space.
- Be proactive and responsive to the safety and security of the facility and patrons.
- Assist patrons in finding their seats, answering questions, or other needs.
- Assist Patron Services Manager with nightly reports, clean-up, and client/patron needs.

Qualifications

- Willing to work flexible hours including evenings and weekends.
- Strong communication and interpersonal skills, the ability to prioritize, and the desire to work in a fast-paced environment.
- Excellent customer service skills with a minimum of two years in a customer and/or retail service position including sales and cash handling. Previous Box Office experience a plus.
- Proficiency in computer software, including Microsoft Word, Excel, and online ticketing systems desired.
- Washington State Class 12 MAST Liquor License (KPC will provide training when necessary). Previous alcohol handling experience a plus.
- Ability to work independently and on a diverse team of staff and volunteers.
- Can act calmly in an emergency situations.
- Ability to lift items up to 50lbs, stand for long periods of time, and climb/descend stairs regularly.

A satisfactory outcome from a criminal background verification is required prior to hire.

Send resume and cover letter in PDF format to: becky@kpcenter.org

Kirkland Performance Center is an Equal Opportunity Employer.

Kirkland Performance Center provides a gathering place where people come together to express themselves creatively, exchange ideas, share culture, and connect with one another.